



COUNTY OF LOS ANGELES

Public Health

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May 6, 2010

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *Jeffrey M.*
Director and Health Officer

SUBJECT: **REQUEST TO AMEND THREE INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the following Information Technology Support Services Master Agreement (ITSSMA) work orders:

1. ITSSMA Work Order 7G-1327, with Solitsys Technologies, to extend the term through June 30, 2011 and increase the total maximum amount by \$176,000, from \$395,960 to \$571,960.
2. ITSSMA Work Order 7E-1116, with Solitsys Technologies, to extend the term through June 30, 2011 and increase the total maximum amount by \$200,000, from \$478,200 to \$678,200.
3. ITSSMA Work Order 7E-2212, with KBL Consulting, Inc., to extend the term through June 30, 2011 and increase the total maximum amount by \$152,000, from \$228,800 to \$380,800.

In accordance with ITSSMA Guidelines, prior Board notice is required for Work Orders that exceed \$300,000.

BACKGROUND

The Environmental Health Division of the Department of Public Health (DPH) is comprised of five bureaus and twenty-six programs. The function of each program within the bureaus is to provide essential public health services and perform enforcement and regulatory activities that protect health, prevent disease, and promote health for all persons in Los Angeles County.

Currently, the program's functions are managed via the Environmental Health Management Information System (EHMIS), a Windows-based, legacy financial information system developed in FoxPro (v. 2.6) that has been in place for more than 12 years. Since its inception, EHMIS has been expanded to support the following: management of workloads and work goals, productivity analysis, resource allocation, and quality assurance related to inspection processes.

The Environmental Health Division recently released a Request For Proposals (RFP) to replace EHMIS and improve data collection, integration, and management of information for Environmental Health Services. Prior to the RFP, the Environmental Health Division considered the County's Electronic Development and Permit Tracking System (eDAPTS) to replace EHMIS. The eDAPTS effort was not able to fully account for the breadth of Environmental Health's business processes. Therefore, the Environmental Health Division is seeking to acquire a technical solution that will address its specific needs.

Over the course of the ITSSMA engagements, the two Business Analysts assisted DPH in defining the functional and technical requirements needed to create an RFP to acquire a web-based system that will support the data collection, management, and reporting needs of all of Environmental Health's programs. In addition, the effort included documentation of requirements to replace the Treasurer Tax Collector (TTC) permit/license tracking system and automate information exchanges with Public Health Finance and other County agencies such as for laboratory results. The result of this effort will be the full replacement of both the existing EHMIS application and the TTC Public Health Master File database. The two Business Analysts captured current business processes and developed a set of functional and technical requirements from 25 programs within Environmental Health and seven participating departments. In addition, a Project Manager worked with the analysts to coordinate the timely delivery of relevant work products and ensure alignment with project scope and expectations.

SCOPE OF WORK

The requested amendments will allow the Business Analysts and Project Manager to continue to detail the proposed business process improvements in preparation for the future implementation of the selected solution. The Project Manager will continue to assist DPH with coordination between the project team and relevant partners. The Project Manager will assist with the development of an implementation strategy and master delivery schedule. The Project Manager will also continue to collaborate with analysts from the related Countywide Permit and Land Management System (PALMS) effort in order to ensure the determination of proper interface requirements.

JUSTIFICATION

DPH currently does not have sufficient full-time, permanent staff with the requisite technical skills or knowledge to provide the necessary critical business analysis and project management services for the EHMIS effort.

These consultants possess highly specialized training and an intimate knowledge of DPH's existing legacy applications to provide necessary and qualified assistance to help DPH acquire and deploy a replacement system for the legacy EHMIS application. Discontinuing the consulting services will hamper efforts to identify a suitable replacement system to support Environmental Health's activities and further impede the delivery of efficient and effective services to agency partners and the general public. Additionally, discontinuing these efforts could lead to the critical failure of the aging data management systems for the DPH and TTC.

FISCAL IMPACT

The consultants' hourly rates for work orders will remain the same through the extended terms of the Work Order. Sufficient funds for this initiative are available in the DPH's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount
Solitsys Technologies	7G-1327	\$395,960	\$176,000	\$571,960
Solitsys Technologies	7E-1116	\$478,200	\$200,000	\$678,200
KBL Consulting, Inc.	7E-2212	\$228,800	\$152,000	\$380,800
TOTALS		\$1,102,960	\$528,000	\$1,630,960

NOTIFICATION TIMELINE

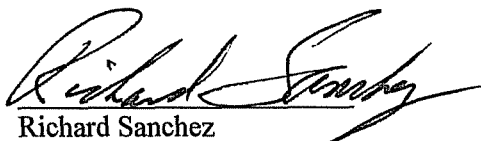
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by May 14, 2010, we will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

5-7-10
Date